

APPENDIX A

KEY FINDINGS FOR REGION 6: BACKUP TABLES

SATISFACTION WITH TRICARE AND TRICARE PRIME

Table 2.1 Percent of Beneficiaries Satisfied with Care They Received at a Military (MTF) or Civilian (CTF) Treatment Facility, by Region and Past Care, Compared to a National Civilian Benchmark Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	MTF	CTF
Region 1	64.5	84.1
Region 2	51.5	83.7
Region 3	54.8	82.6
Region 4	58.5	83.4
Region 5	62.1	84.2
Region 6	57.7	82.9
Region 7/8	57.0	82.0
Region 9	61.2	80.1
Region 10	63.2	81.8
Region 11	64.4	82.6
Region 12	64.1	81.6
Alaska	62.6	79.7
Europe	61.2	73.9
Mean, all regions	58.9	82.7
Total population	3,630,311	3,882,672
National benchmark	89.0	

Table 2.2 TRICARE Prime Enrollees' Levels of Satisfaction with Prime in Mature TRICARE Regions Only Percent of Beneficiaries Enrolled in TRICARE Prime			
	Percent satisfied with health care under TRICARE Prime		
	Agree or strongly agree	Neither agree nor disagree	Disagree or strongly disagree
Region 3	50.9	34.5	14.6
Region 4	51.5	30.6	17.9
Region 6	51.3	32.0	16.7
Region 7/8	44.3	36.9	18.8
Region 9	56.8	32.3	10.9
Region 10	59.2	27.7	13.1
Region 11	57.8	27.3	14.9
Region 12	56.5	29.4	14.2
MHS Average	51.5	32.7	15.8
Total population	194,339	402,486	632,476

Table 2.3 Percent of Beneficiaries Satisfied with the Military or Civilian Care They Received in Region 6 by Type of Beneficiary and Past Care Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	MTF	CTF
Active duty personnel	54.1	73.2
Active duty family members	53.6	79.9
Retirees, survivors, and family under age 65	62.9	84.3
Retirees, survivors, and family age 65 or over	60.4	83.7
Region 6 overall	57.7	82.9
Mean, all regions	58.9	82.7
Total population in Region 6	435,388	473,303

Table 2.4 Intention to Enroll or Re-enroll in TRICARE Prime in Region 6, by Enrollment Status and Likelihood to Enroll Percent of Beneficiaries Reporting Knowing Something About TRICARE			
	Percent reporting given likelihood		
	Likely or very likely	Neither likely nor unlikely	Unlikely or very unlikely
Enrolled in TRICARE Prime			
Active duty	58.6	18.4	22.9
Non-active duty	74.3	9.4	16.4
Not enrolled in TRICARE Prime			
Under age 65	9.9	20.4	69.6
Age 65 or over	4.9	15.9	79.2
Region 6 overall	44.7	15.6	39.7
Mean, all regions	41.4	NA	NA
Total population in Region 6	216,449	75,545	192,008

Table 2.5 TRICARE Prime Enrollees Satisfied with Their Care in Region 6 by Military or Civilian Primary Care Manager Percent of Beneficiaries Enrolled in TRICARE Prime		
	Primary Care Manager	
	Military	Civilian
Region 6	50.4	61.2
Mean, all regions	49.3	56.3
Total population in Region 6	180,974	50,772

ACCESS TO HEALTH CARE

Table 3.1 Beneficiaries' Use of an Emergency Room in Lieu of a Regular Appointment in Region 6 by Enrollment Status Percent of Beneficiaries Who Report Using an ER in the Past 12 Months	
	Percent using ER in lieu of regular appointment
Enrolled in TRICARE Prime	
Active duty	20.5
Non-active duty	19.4
Not enrolled in TRICARE Prime	
Under age 65	15.1
Age 65 or over	9.5
Region 6 overall	16.2
MHS Average	17.2
Total population in Region 6	303,496

Table 3.2 Average Waiting Periods for Beneficiaries to Get an Appointment for Routine Care in Region 6 by Enrollment Status Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given waiting period	
	MTF	CTF
Enrolled		
Waited < 8 days	53.3	69.6
Waited 8 - 30 days	39.6	25.0
Waited > 30 days	7.1	5.4
Not enrolled		
Waited < 8 days	29.8	66.7
Waited 8 - 30 days	44.8	26.6
Waited > 30 days	25.4	6.6
MHS Average		
Waited < 8 days	53.2	64.0
Waited 8 - 30 days	39.2	28.1
Waited > 30 days	7.6	8.0
Total population in Region 6	435,388	473,303

Table 3.3		
Waiting Time in Provider's Office in Region 6, by Enrollment Status Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given waiting period	
	MTF	CTF
Enrolled		
Waited < 30 minutes	67.8	79.1
Waited 30 minutes to 1 hour	22.1	15.4
Waited > 1 hour	10.2	5.5
Not enrolled		
Waited < 30 minutes	63.1	80.9
Waited 30 minutes to 1 hour	25.0	15.2
Waited > 1 hour	11.8	3.9
MHS Average		
Waited < 30 minutes	67.7	83.6
Waited 30 minutes to 1 hour	22.7	13.0
Waited > 1 hour	9.6	3.5
Total population in Region 6	435,388	473,303

Table 3.4 Reasons for Beneficiaries Not Relying on a Military Facility for Most of Their Care in Region 6 Percent of Beneficiaries Who Did Not Receive Most Care From a MTF in the Past 12 Months	
	Percent reporting the reason
Never try to use MTF	23.0
No care needed in past 12 months	10.9
MTF is too far away	39.6
Hard to get an appointment at MTF	30.7
Can't see the same provider each visit	16.4
MTF usually used is closed	13.8
Needed services not available	10.7
Better care at civilian provider	22.2
Ineligible for military care	6.9
No appointment available for beneficiary like me	16.4
Difficult to find a parking space	2.3
Other	14.0
Total population in Region 6	430,033

KNOWLEDGE OF TRICARE AND TRICARE PRIME

Table 4.1 No Knowledge of TRICARE Percent of All Beneficiaries by Region	
	Percent with no knowledge of TRICARE
Region 1	45.9
Region 2	38.8
Region 3	29.7
Region 4	29.0
Region 5	52.6
Region 6	29.4
Region 7/8	30.3
Region 9	37.8
Region 10	37.8
Region 11	28.9
Region 12	24.5
Alaska	17.4
Europe	21.8
Mean, all regions	35.1
Total population	5,861,324

Table 4.2 Beneficiaries in Region 6 Having Unclear Information About Enrolling in TRICARE Prime Percent of Beneficiaries Reporting Knowing Something About TRICARE	
	Percent reporting unclear information
Active duty personnel	23.0
Active duty family members	18.8
Retirees, survivors, and family under age 65	26.0
Retirees, survivors, and family age 65 or over	46.9
Region 6 overall	26.0
Mean, all regions	33.9
Total population in Region 6	479,228

Table 4.3 Sources of Information About TRICARE in Region 6 Percent of Beneficiaries Reporting Knowing Something About TRICARE	
Source	Percent reporting the source
TRICARE presentation	34.8
Information package	61.2
Military doctor	17.1
Civilian doctor	5.8
TRICARE information number	20.5
Military base newspaper	32.6
Regular newspaper	6.8
Friends/neighbors	28.2
TRICARE service center	30.1
Radio/TV	2.5
Other source	20.2
Total population in Region 6	506,497

SOURCES OF HEALTH CARE

Table 5.1 Use of Military Pharmacies to Fill Prescriptions Written by a Civilian Provider Percent of Beneficiaries in Region 6 by Beneficiary Group	
	Percent using military pharmacy
Active duty personnel	10.2
Active duty family members	24.6
Retirees, survivors, and family under age 65	24.9
Retirees, survivors, and family age 65 or over	44.2
Region 6 overall	25.8
Mean, all regions	25.0
Total population in Region 6	731,141

Table 5.2 Usual Source of Care for Beneficiaries in Region 6 Who Are Sick or Need Advice Percent of Beneficiaries Who Reported Having a Usual Source of Care			
	Percent using the given type of facility		
	Military	Civilian	Other
Active duty personnel	92.1	6.9	1.0
Active duty family members	72.1	27.1	0.8
Retirees, survivors, and family under age 65	27.0	69.2	3.7
Retirees, survivors, and family age 65 or over	18.3	76.5	5.2
Region 6 overall	44.0	52.9	3.1
Mean, all regions	46.5	49.4	4.1
Total population in Region 6	286,509	344,305	20,408

USE OF HEALTH CARE

Table 6.1 The Number of Outpatient Visits in the Past Year by Patients in Region 6 by Enrollment Status and Past Care Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given number of visits	
	MTF	CTF
Enrolled		
0 visits	10.7	16.3
1 - 5 visits	55.5	56.7
6 + visits	33.8	27.0
Not enrolled		
0 visits	35.8	5.1
1 - 5 visits	38.7	49.0
6 + visits	25.5	45.9
MHS Average		
0 visits	16.3	9.6
1 - 5 visits	52.9	49.6
6 + visits	30.9	40.8
Total population in Region 6	359,189	361,470

USE OF PREVENTIVE SERVICES

Table 7.1 Blood Pressure Readings by Enrollment Status in Region 6 Percent of All Beneficiaries	
	Percent reporting blood pressure reading
Enrolled in TRICARE Prime	
Active duty	98.2
Non-active duty	95.5
Not enrolled in TRICARE Prime	
Under age 65	95.3
Age 65 or over	97.7
Region 6 overall	96.5
Mean, all regions	96.3
Total population in Region 6	739,965

Table 7.2 Cholesterol Screening by Enrollment Status in Region 6 Percent of All Beneficiaries	
	Percent reporting cholesterol screening
Enrolled in TRICARE Prime	
Active duty	77.3
Non-active duty	76.3
Not enrolled in TRICARE Prime	
Under age 65	82.8
Age 65 or over	93.6
Region 6 overall	82.1
Mean, all regions	80.8
Total population in Region 6	738,452

Table 7.3 Breast Cancer Screening by Region Percent of Female Beneficiaries Age 50 and Over	
	Percent reporting breast cancer screening
Region 1	86.1
Region 2	85.3
Region 3	85.2
Region 4	83.3
Region 5	79.4
Region 6	83.2
Region 7/8	81.7
Region 9	86.1
Region 10	85.5
Region 11	81.7
Region 12	80.5
Alaska	84.4
Europe	63.1
Mean, all regions	83.7
Total population	1,426,067

Table 7.4 Pap Smears by Enrollment Status in Region 6 Percent of Female Beneficiaries			
	Percent reporting exam with Pap smear during given time period		
	Within 3 years	3 years +	Never
Enrolled in TRICARE Prime			
Active duty	97.6	2.4	0.1
Non-active duty	91.5	7.4	1.1
Not enrolled in TRICARE Prime			
Under age 65	84.7	13.0	2.3
Age 65 or over	77.8	19.4	2.9
Region 6 overall	87.2	11.1	1.8
Mean, all regions	87.5	10.7	1.8
Total population in Region 6	322,125	40,981	6,493

Table 7.5 Timing of First Prenatal Care by Region Percent of Female Beneficiaries Who Were Pregnant When Responding to the Survey or During the 12 Preceding Months	
	Percent reporting first prenatal care during first trimester
Region 1	88.5
Region 2	80.2
Region 3	89.7
Region 4	90.3
Region 5	92.5
Region 6	89.2
Region 7/8	91.7
Region 9	87.8
Region 10	92.2
Region 11	93.7
Region 12	94.4
Alaska	86.5
Europe	96.6
Mean, all regions	89.3
Total population	194,191

Table 7.6 Prostate Screening by Enrollment Status in Region 6 Percent of Male Beneficiaries Age 50 or Over			
	Percent reporting prostate screening		
	Within past 2 years	2 years +	Never
Enrolled in TRICARE Prime			
Active duty	82.6	14.3	3.1
Non-active duty	72.8	20.1	7.1
Not enrolled in TRICARE Prime			
Under age 65	69.9	21.9	8.2
Age 65 or over	84.2	11.4	4.4
Region 6 overall	76.3	17.3	6.4
Mean, all regions	77.8	NA	NA
Total population in Region 6	149,556	33,888	12,586

ENROLLMENT AND BENEFICIARY HEALTH STATUS

Table 8.1 Enrollment Status in TRICARE Prime Percent of Beneficiaries Who Reported Knowing Something About TRICARE			
	Percent reporting given enrollment status		
	Enrolled in TRICARE Prime	Not enrolled in TRICARE Prime	Don't know
Region 6	52.5	42.0	5.4
Average of mature TRICARE regions	53.3	40.5	6.2
Total population in Region 6	261,679	209,238	27,097

Table 8.2 Composite Scores of Physical Health by Enrollment Status in Region 6 Percent of All Beneficiaries	
	Percent below age adjusted median score for U.S. population
Enrolled in TRICARE Prime	
Active duty	42.2
Non-active duty	53.8
Not enrolled in TRICARE Prime	
Under age 65	54.6
Age 65 or over	56.7
Region 6 overall	52.2
Mean, all regions	51.0
Total population in Region 6	707,283

PERFORMANCE IMPROVEMENT PLAN

Table 9.1 Performance Improvement Plan for Region 6		
	Importance	Percent excellent or very good
Convenience of location of treatment	0.252701	58.11695
Convenience of hours	0.346796	42.44111
Access to health care whenever you need it	0.399779	31.88500
Access to a specialist if you need one	0.398290	26.38330
Access to hospital care if you need it	0.381731	37.87200
Access to medical care in an emergency	0.340432	40.58320
Ease of making appointments for health care by phone	0.346199	28.70453
Length of time you wait at office to see the provider	0.365950	30.57546
Length of time between making an appointment for routine care and day of visit	0.355420	26.74260
Availability of health care information or advice by phone	0.346741	28.59128
Services available for getting prescriptions filled	0.302569	59.11924
Thoroughness of examination	0.436651	44.38002
Ability to diagnose my health care problems	0.436870	40.17695
Skill of health care providers	0.445333	46.73794
Thoroughness of treatment	0.452890	43.76933
The outcomes of your health care (how much you are helped)	0.458342	43.19083
Overall quality of health care	0.501665	42.57468
Provider's explanation of health care procedures	0.450087	45.78689
Provider's explanation of medical tests	0.439607	44.69697
Attention provider gives to what you have to say	0.432029	44.95071
Advice provider gives you about ways to avoid illness and stay healthy	0.417926	42.39922
Courtesy shown to you by administrative staff (e.g., receptionists)	0.341981	47.49051
Courtesy shown to you by health care providers	0.426363	54.25760
Provider's concern for you as a person	0.425187	47.60986
Provider's concern for your privacy	0.382692	53.42129
Reassurance and support offered to you by health care providers	0.424989	38.45258
Amount of time with health care providers during a visit	0.404987	35.90700
Ability to choose health care providers	0.353842	21.13119
Ease of seeing the provider of your choice	0.368173	22.59566
Health care providers' personal interest in the outcome of your problem	0.402602	37.51154
Protection you have against financial hardship due to medical expenses	0.304782	35.45482
Help with arrangements to get the health care you need without financial problems	0.362587	33.15622
Ease of parking	0.188944	41.58374